



Case Study: Bluescope steel

# Bluescope steel

Client name: Bluescope steel

Location: Melbourne, Australia

Industry: Manufacturing

### Challenge

- Modernize infrastructure and adopt new technologies
- Improve operations and supply chains
- Maintain and update aging application portfolio

### Solution

- DXC application support services including ERP and big data and analytics
- Platform support services with DXC BizCloud™ private cloud solution
- Service desk, workplace, network and cybersecurity services

### Results

- Saving \$2 million in annual supply chain costs
- Moving to IT-as-a-Service and modernized apps
- Implementing next-generation cloud, big data and workplace services

## Leading steel supplier on path to digitally transform operations and IT

Based in Melbourne, BlueScope Steel has significant manufacturing operations on three continents supported by some 16,000 employees who make industry-leading metal-coated and painted steel products for buildings and construction.

### Mission-critical application support

Increased competition and fluctuations in the construction market prompted the company to look toward digital transformation of its four businesses, including modern core applications and IT infrastructure. DXC Technology has supported BlueScope's IT organization for more than 15 years.

Past projects include an enterprise-wide implementation and integration of supply chain and logistics systems affecting rail, truck and marine traffic. The resulting real-time automation improved tracking and customer service, saving BlueScope \$2 million annually on staffing and logistics costs.

BlueScope now relies on DXC to run significant parts of its operations without the company's involvement. In fact, DXC runs all of the applications and systems that support operations at one of its major manufacturing facilities in Australia.

"The work that CSC (now DXC) does for BlueScope is extremely important to us," says Larry Howard, CIO of BlueScope. "Without CSC's involvement, we could not run our facility."

### At the forefront of modernization

DXC has been at the forefront of managing and modernizing BlueScope's application portfolio, but the company entered 2015 with an expanded agreement with DXC to transform BlueScope's current IT systems to enable an end-to-end IT-as-a-Service (ITaaS) environment, including the provision of next-generation offerings from DXC.

DXC is expanding application support services including ERP and big data, as well as expanded service desk, workplace, network, cybersecurity and platform support services leveraging DXC BizCloud™, a private cloud solution.

"We're in a period of major change. Our major priorities over the next two to three years will be to essentially redo our infrastructure in the organization, so we're making a significant shift towards as-a-service models for our infrastructure," Howard says. "We're also looking at replacing all or remediating a significant component of our legacy systems. And we'll also be looking to implement a service-oriented model across our organization, so more focus on end-to-end service delivery as we integrate four different business units and try and make them look more like one from a technology perspective."

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— Larry Howard, CIO,  
BlueScope Steel

## Next-generation services

A key area in the change is BlueScope’s move toward next-generation services, he adds.

“It is important for BlueScope to partner with its key suppliers in order to achieve better business outcomes. The longstanding relationship with CSC (now DXC) has enabled us to continue to evolve the partnership and build even more value,” says Howard.

By deploying a service model, one area that DXC has helped improve is to increase the amount of collaboration between BlueScope’s business units. Howard says, “In particular, we’ve tweaked some of our governance around the day-to-day operational activities.”

The long-term relationship with DXC contributes value to BlueScope, he adds. “CSC (now DXC) has a lot of people in the organization that know our business very well,” he says. “As a result, they often can come up with initiatives that we might not think of because they’ve got far better knowledge of the organization than we do.”

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### About DXC

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